

OBSERVATION REPORT #111

KPMG observed that flow through orders have been processed inconsistently.

Issue

Several KPMG orders, that were expected to flow through, were processed manually by the TISOC. The test results show that Bell Atlantic designated a significant number of these expected flow through transactions as “non-flow through” during the scheduled SOP downtime, while these same transactions did flow through during the regular SOP hours of the day.

The REP field on the LSC in the following examples of confirmed orders indicates that these orders were manually processed by the TISOC:

Flow Through PONs	Ver	Date/ Time Sent	LSC received
0018211M1X005002	AA	5/31/00, 03:12A	5/31/00, 10:17A
0018213M1X002069	AA	6/02/00, 01:56A	6/02/00, 10:13A
0018413M1X002188	AA	6/02/00, 05:57A	6/02/00, 12:18P
0029114M1X001160	AA	6/06/00, 04:55P	6/06/00, 05:13P
0108114M1X000038	AA	6/06/00, 02:56P	6/06/00, 04:22P
0229111M1X005095	AA	5/31/00, 06:36P	6/01/00, 09:57A
0719113M1X004095	AA	6/02/00, 10:45P	6/05/00, 10:53A
0799113M1X004156	AA	6/02/00, 11:56P	6/05/00, 12:20P
0018113M1X002053	AA	6/02/00, 12:52A	6/02/00, 11:02A
0018313M1X002009	AA	6/02/00, 02:56A	6/02/00, 01:35P

Assessment

Inconsistent flow through treatment can impede a CLEC's ability to anticipate the confirmation and/or completion of service orders.